

CITY OF HARRISONBURG
invites applications for the position of:

911 Emergency Communicator

An Equal Opportunity Employer

SALARY:

| <u>Hourly</u> | <u>Biweekly</u> | <u>Monthly</u> | <u>Annually</u> |
|-------------------|-------------------------|-------------------------|---------------------------|
| \$17.24 - \$19.83 | \$1,379.20 - \$1,586.40 | \$2,988.27 - \$3,437.20 | \$35,859.20 - \$41,246.40 |

OPENING DATE: 09/07/21

CLOSING DATE: 10/07/21 05:00 PM

DESCRIPTION:



Do you want to give back to your community and know your job has a direct impact in the local community? Have you ever thought about becoming a 911 Emergency Communicator? Consider applying for a career with the Harrisonburg-Rockingham Emergency Communications Center (HRECC). We are currently accepting applications and recruiting qualified candidates for current full-time openings and will create a hiring list for future full-time openings. Become a part of the HRECC team and be the vital link between the public needing assistance and the emergency service responder in the field!

Full-time 911 Emergency Communicators have a full-time preferred hiring range from \$35,859.20 - \$41,246.40 annualized. Based upon years and type of experience, candidates with previous emergency communications experience may be considered for a competitive offer higher than the preferred hiring rate listed above. Promotional opportunities and salary enhancements may be available within the first year of employment. The HRECC offers paid, on-the-job training for qualified candidates in our CALEA-accredited facility.

Daily tasks may include, but are not limited to:

- Receiving law enforcement, fire, EMS and other related services requests and calls.
- Operating radio, telephone, recording devices and computer terminals.
- Dispatching police, fire, EMS, and other emergency service personnel where needed.
- Receiving and forwarding service requests, complaints and other calls.
- Receiving and transmitting messages by radio.
- Operating telecomputer terminals.
- Preparing and maintaining public safety computer records.

The ideal candidates for this position will have the ability to speak distinctly; enter data accurately and quickly into computer terminals; and deal courteously with the public under stressful conditions. Knowledge of the geography of the City and County preferred.

Minimum Requirements:

- High school diploma or GED and minimal experience in general clerical work including basic computer knowledge, or an equivalent combination of education and experience.
- Driver's license valid in the Commonwealth of Virginia.
- This position is classified as essential and requires availability to work 12-hour shifts, including nights, weekends, holidays, and during inclement weather, based upon shift assignment and business needs. Communicators are assigned to day shift (6:45 AM – 6:45 PM) or night shift (6:45 PM – 6:45 AM), based upon availability and other factors at completion of training. Schedules are created on a 2-week basis and employees work Monday, Tuesday, Friday, Saturday, Sunday, Wednesday, Thursday in that 2 week period. The schedule then repeats itself for the next 2 week period.
- Current possession of or ability to obtain within twelve (12) months of hire date: VCIN Level B Operator Certification, DCJS Basic Communicator Certification, PowerPhone Total Response Certification, and CPR Certification.

Automatic Disqualifiers for Employment at the HRECC per State Regulations*:

- Felony conviction;
- Conviction of Class 1 or 2 misdemeanor; and
- Other relevant criteria to this position.

**Please note that the list above is not all inclusive and is subject to the State Regulations, as amended. Candidates will receive a copy of the Disqualifying Criteria with the Personal History Statement and Authorization for Release of Personal Information, as indicated in the Application Deadline section below.*

Special Requirements: Successful applicants for this position will be subject to a Division of Motor Vehicles (DMV) license and driving history query and must complete a satisfactory credit history, criminal record check, background investigation, psychological review, medical review, and drug testing. HRECC employees are also subject to random drug/alcohol screenings.

Physical Requirements: This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires sitting for long periods, reaching, fingering, grasping, and repetitive motions; vocal communication is required for conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities. Position has the potential to be working within a hazard zone of an emergency situation including, but not limited to, on scene of: an active shooter incident, hazmat incident, missing/deranged subject, or bomb threats, thus raising the potential to be exposed to life threatening danger.

Application Deadline: All candidates must complete a City of Harrisonburg online employment application, including work experience and education history in the body of the application, by 5:00 pm EST on Thursday, October 7, 2021 in order to be considered for this recruitment process.

There are two additional forms (the Personal History Statement and Authorization for Release of Personal Information) required for consideration for the HRECC 911 Emergency Communicator position. The additional forms must be completed and received in the Human Resources Department by 5:00pm EST on Monday, October 18, 2021.

Applicants will receive an email with additional information regarding the Personal History Statement and Authorization for Release of Personal Information upon an initial review of their application by a Human Resources Staff Member. More information regarding this recruitment's computerized testing procedures, including testing date and time, will be provided at a later date once the HRECC hiring managers have had a chance to pre-screen all submissions.

The City provides an excellent full-time employee benefits package including health insurance, retirement (VRS & ICMA-RC), life insurance, paid leave and holidays.

All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, disability or veteran status.

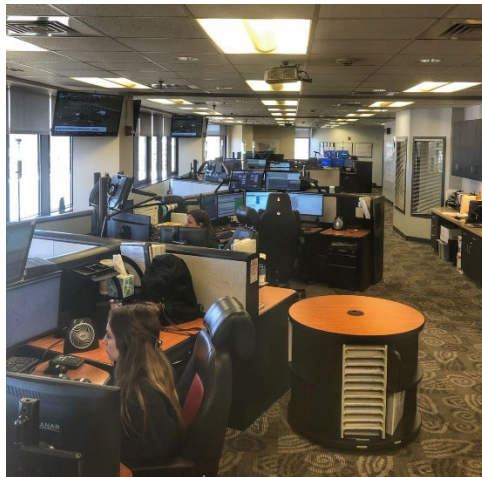
The City of Harrisonburg & the HRECC are Equal Opportunity Employers.

Interested in Learning More Information about the HRECC and the vital role HRECC employees play in public safety?

Visit our website at <http://hrecc.org/employment/>

or

check out our Facebook page at <https://www.facebook.com/HarrisonburgRockinghamECC/>



APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.harrisonburgva.gov/employment>

Job #5501 - (Sept 2021)
911 EMERGENCY COMMUNICATOR
CM

OUR OFFICE IS LOCATED AT:
409 South Main Street
Third Floor
Harrisonburg, VA 22801
540.432.8920
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employment@harrisonburgva.gov

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